

Joseph Andrews

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PROFESSIONAL SUMMARY: Applied six years' experience in management to maintain the brand of the restaurant that prioritized customer satisfaction. Leveraged in-depth experiences to ensure profitability.

PROFESSIONAL EXPERIENCE

Assistant Manager – Taco Bell

June 2021 – Present

- Developed the customer service skills of cashiers who established the brand of the company.
- Assisted the store manager with inventory guidelines and ordering supplies.
- Hired and trained staff, monitored team performance, and created motivated teammates.
- Addressed escalated customer complaints by utilizing active listening skills.
- Oversaw restaurant staffing to ensure effective levels of coverage.
- Assisted with financial and administrative procedures such as banking and securing cash.
- Created marketing campaigns to increase customer traffic to the restaurant.
- Coordinated with the store manager to develop key point indicators for profitability.
- Ensured the smooth functioning of the restaurant in the absence of the store manager.

Shift Supervisor

March 2018 – May 2021

- Mentored employees to ensure their smooth integration into the culture of the restaurant.
- Scheduled employees based on the staffing needs of the workplace.
- Ensured that employees followed food handling procedures and cash handling skills.
- Used communication skills to address the successful resolution of customer complaints.
- Assisted team members during rush periods to ensure restaurant efficiency.
- Ensured efficient operations and high-quality customer service standards.

Kitchen Team Member

January 2017 – February 2018

- Prepared and cooked menu selections according to specific recipes and company standards.
- Followed company guidelines that focused on food safety and sanitation procedures.
- Maintained a clean and organized kitchen.
- Developed the skills to work quickly and efficiently in a fast-paced environment.
- Operated large-volume cooking equipment including grillers and steamers.
- Created a team environment by helping new employees learn the best practices.

EMPLOYMENT SKILLSET:

- Relationship Building
- Leadership
- Financial Statements

EDUCATIONAL BACKGROUND:

- Associate of Arts in Management • Community College, Saint Louis, MO • 2015 - 2017